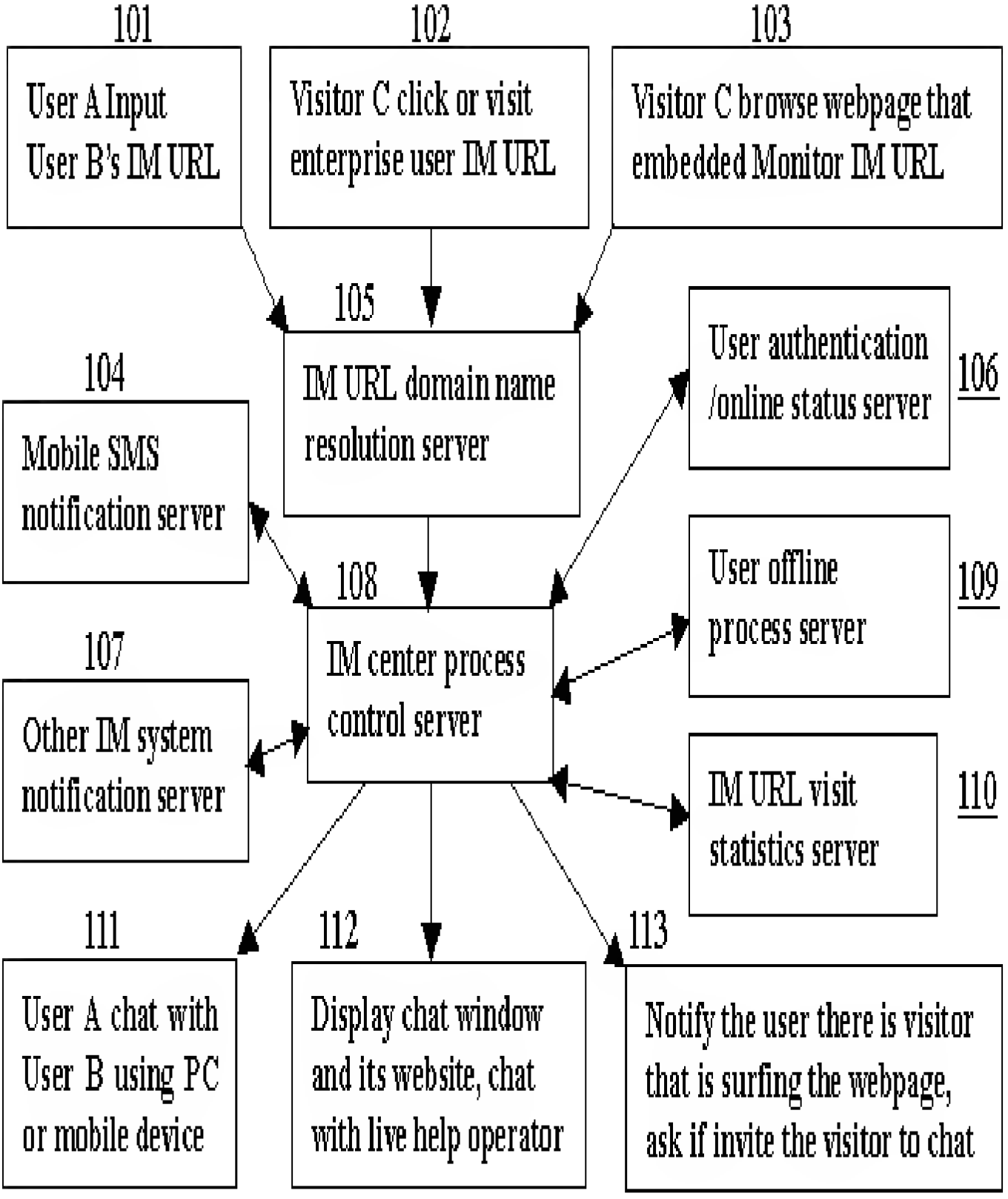
101
User A Input User B's IM URL
102
Visitor C click or visit enterprise user IM URL
103
Visitor C browse webpage that embedded Monitor IM URL
105
IM URL domain name resolution server
104
Mobile SMS notification server
User authentication /online status server
106
108
IM center process control server
User offline process server
109
107
Other IM system notification server
IM URL visit statistics server
110
111
User A chat with User B using PC or mobile device
112
Display chat window and its website, chat with live help operator
113
Notify the user there is visitor that is surfing the webpage, ask if invite the visitor to chat

FIG. 1